

ABSTRACT OF THE DISCLOSURE

A technical support system comprises a service information portal section for providing web pages as an information input and output interface, and

5 a knowledge base section for storing various claim reports and solutions answered by an engineer with respect to the claim reports. In particular, the server further comprises a claim handling section for registering in the knowledge base section a new claim

10 report in which at least a claim title is structured as a combination of predetermined items of definition information on the basis of a claim content input to a client web page, and managing the registered new

15 claim report as an unsolved claim requiring an answer from the engineer.